

Information Session for Organizations Interested in Becoming Certified Application Counselors (CACs)

Executive Office of Health and Human Services

March 20, 2023





- **In Massachusetts, the CAC program is a joint program administered by MassHealth and supported by the Massachusetts Health Connector**
- **CACs help people:**
 - Apply for insurance benefits
 - Enroll in health plans
 - Maintain health insurance coverage
- **CACs provide optional assistance to individuals who seek out their help**
 - Individuals do not need a CAC to apply for or receive benefits
- **Being a CAC is a volunteer position**
 - CACs are not employees of MassHealth
 - No one is paid for becoming a CAC or performing the responsibilities of a CAC

Becoming a CAC



An organization must first partner with MassHealth and the Massachusetts Health Connector

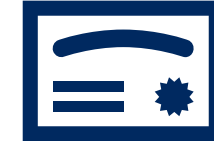
Current CAC designated organizations include but are not limited to.*

- Hospitals
- Community Health Centers
- Nonprofits or Community-Based Organizations



Then, the organization can designate or select individuals who work or volunteer to become CACs

- Not all employees or volunteers need to become CACs
- However, at least one person from the organization must go through training and become certified



Being a CAC requires certification and comes with certain responsibilities

- To become certified, CACs must complete an self-paced, online training and an annual refresher
- CACs are employed by their organization, but receive and need to maintain training and certification from MassHealth and the Health Connector

**Health plans and health insurance companies cannot become CAC organizations*

Benefits and Responsibilities of Becoming a CAC or CAC Organization



Responsibilities

- 1 Work or volunteer for a CAC organization that has partnered with MassHealth and the Massachusetts Health Connector
- 2 Complete initial CAC training, maintain CAC status, as well as yearly recertification
- 3 Be willing and able to not turn away any individual who comes to them seeking assistance, including individuals who are not previous clients but have sought assistance

Benefits

- 1 Once a CAC organization, you can designate anyone else in your org go become a CAC
- 2 You will be prepared to help individuals complete an application or renewal
- 3 You will have access to certain MassHealth and Health Connector systems to be able to see the status of applications and renewals

Responsibilities of CACs



CACs DO:

- ✓ Provide information about the full range of health care coverage options and programs offered by MassHealth and the Health Connector
- ✓ Help individuals complete and submit applications or renewals
- ✓ Work with individuals to provide required documentation when applying for or renewing coverage
- ✓ Interact with MassHealth and the Health Connector on the status of applications and renewals
- ✓ Help to facilitate enrollment into health care programs

CACs DO NOT:

- ☐ Make decisions about whether individuals are eligible for any public health insurance program
- ☐ Assist with private health insurance
- ☐ Get paid by MassHealth for their work as CACs
- ☐ Charge for services they provide as a CAC

How People Find CACs



Individuals can find a Certified Assister close to them by using the Find Local Help tool at MAhealthconnector.org

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https://my.mahealthconnector.org/directory/categories/certified-application-counselor?zoom=15&is_mile=1&directory_radius=10&keywords=&address=&directory_radius=10¢er=&address_type=

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✔️ Signature Healthcare Brockton Hospital

Certified Application Counselors

📍 680 Centre Street Brockton MA 02302 United States

📞 508-941-7000

🌐 <http://www.signature-healthcare.org>

✔️ Nantucket Cottage Hospital

Certified Application Counselors

📍 57 Prospect Street Nantucket MA 02554 United States

📞 508-825-8256

🌐 <http://www.nantuckethospital.org>

✔️ Massachusetts General Hospital

Certified Application Counselors

📍 55 Fruit Street Boston MA 02114 United States

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Questions?

If you are interested in having your organization join the CAC Program, please email mahealthconnectortraining@massmail.state.ma.us